



## Call Center Report - Multiple Call Centers - Daily

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Start Time: 03/17/2016, 12:00 AM  
End Time: 03/18/2016, 12:00 AM  
Time Zone: (GMT-04:00) (US) Eastern Time  
Date Run: 03/18/2016, 12:08 PM

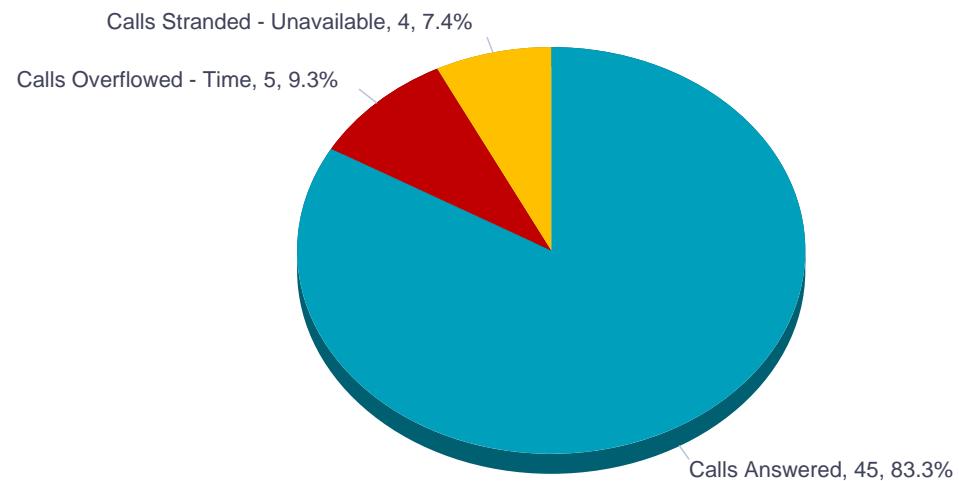
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### Call Center Activity

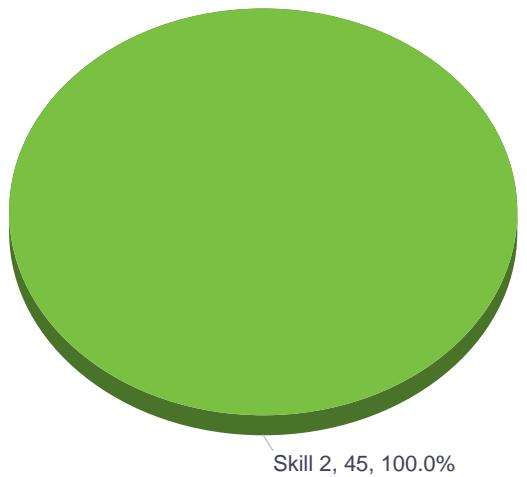
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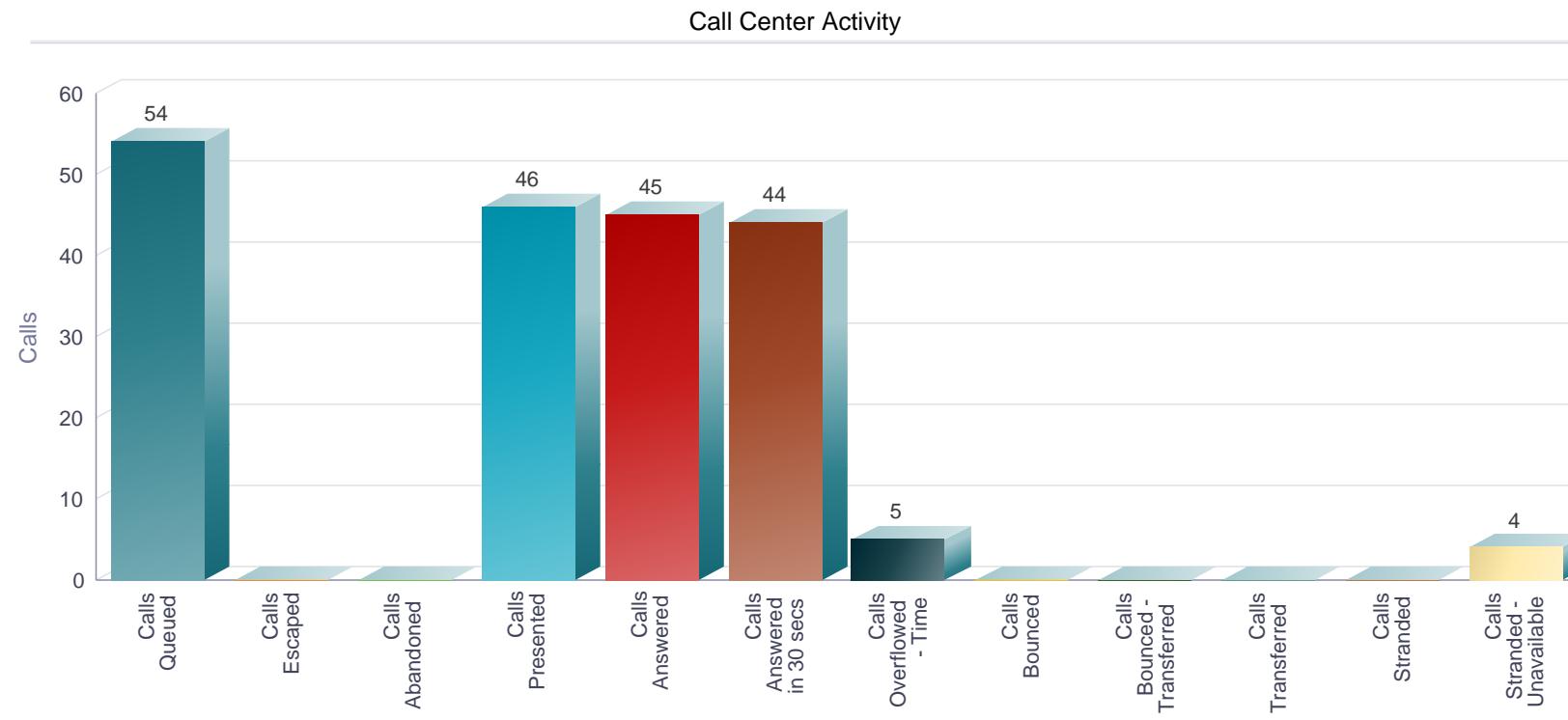




Number of Calls by Skill

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### Call Center Activity

Date and Time	Call Center Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 30 secs	% Calls Answered In 30 secs	% Answered Calls Answered In 30 secs	Calls Overflowed - Time	Calls Bounced	Calls Bounced-Transferred	Calls Transferred	Calls Stranded	Calls Stranded-Unavailable
03/17/2016, 12:00 AM	OR OHPCC	51	0	0	46	45	44	88.0%	97.8%	5	0	0	0	0	1
	OR OHPCC Spanish	3	0	0	0	0	0	0.0%	0.0%	0	0	0	0	0	3
	Summary	54	0	0	46	45	44	88.0%	97.8%	5	0	0	0	0	4
<b>Report Summary</b>	OR OHPCC	51	0	0	46	45	44	88.0%	97.8%	5	0	0	0	0	1
	OR OHPCC Spanish	3	0	0	0	0	0	0.0%	0.0%	0	0	0	0	0	3
	Summary	54	0	0	46	45	44	88.0%	97.8%	5	0	0	0	0	4



### High Water Marks

Date and Time	Call Center Name	Longest Wait Time	Longest Answer Time	Longest Wait Abandoned
03/17/2016, 12:00 AM	OR OHPCC	00:01:05	00:00:54	00:00:00
	Summary	00:01:05	00:00:54	00:00:00
<b>Report Summary</b>	OR OHPCC	00:01:05	00:00:54	00:00:00
	OR OHPCC Spanish	00:00:00	00:00:00	00:00:00
	Summary	00:01:05	00:00:54	00:00:00



## Call Center Summary Report - Multiple Call Centers - Daily

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### Call Center Summary

Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
03/17/2016, 12:00 AM	OR OHPCC	00:00:02	00:00:08	00:00:00	13.19
	OR OHPCC Spanish	00:00:00	00:00:00	00:00:00	2.00
	Summary	00:00:02	00:00:08	00:00:00	15.19
<b>Report Summary</b>	OR OHPCC	00:00:02	00:00:08	00:00:00	13.19
	OR OHPCC Spanish	00:00:00	00:00:00	00:00:00	2.00
	Summary	00:00:02	00:00:08	00:00:00	15.19



## Agent Summary Report - Multiple Agents - Daily

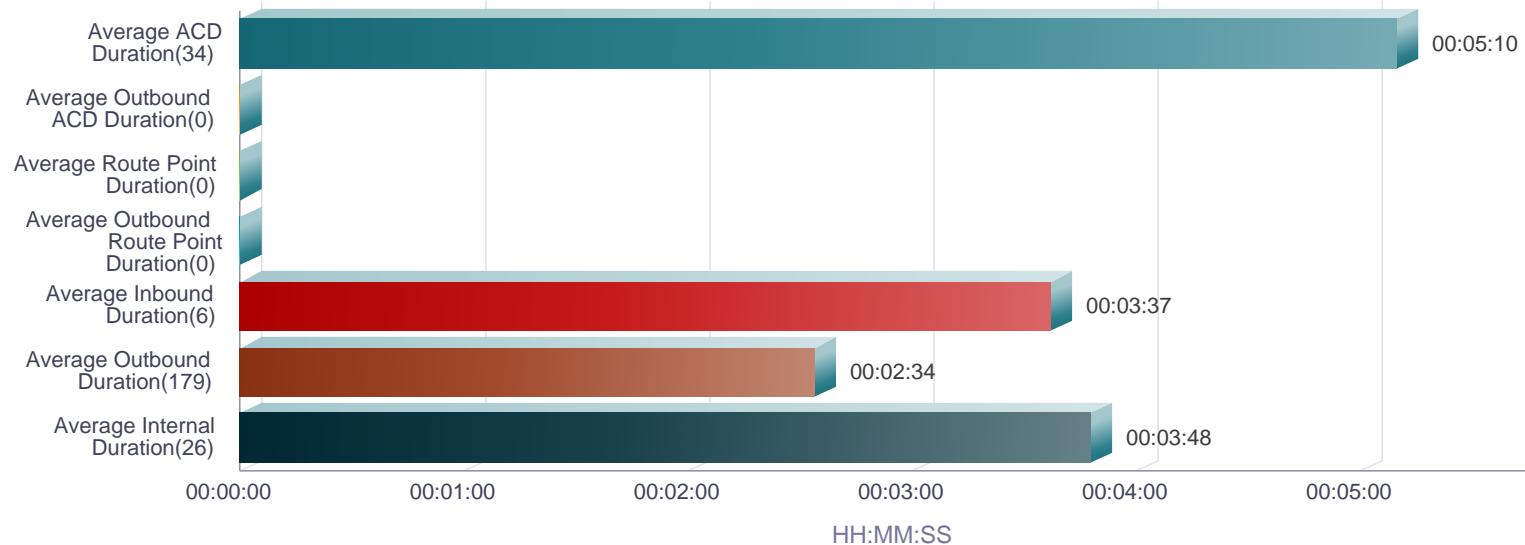
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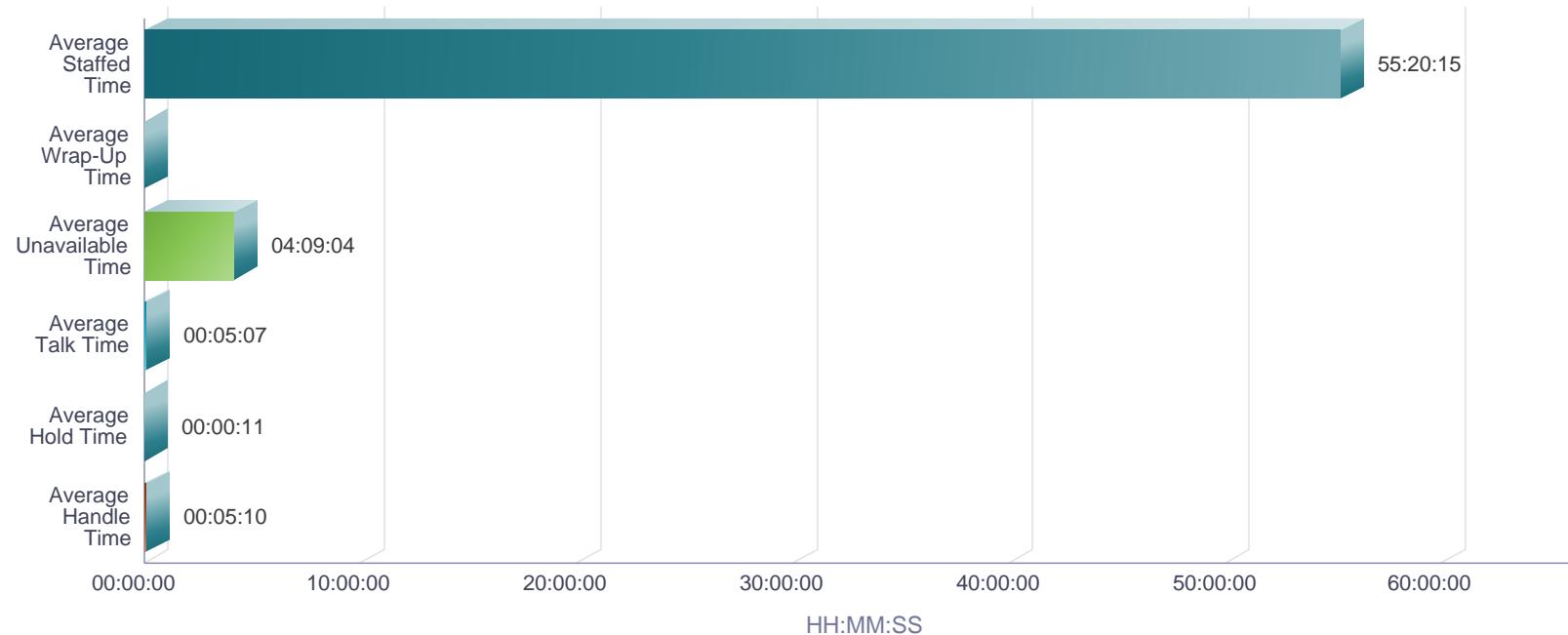


## Call Summary



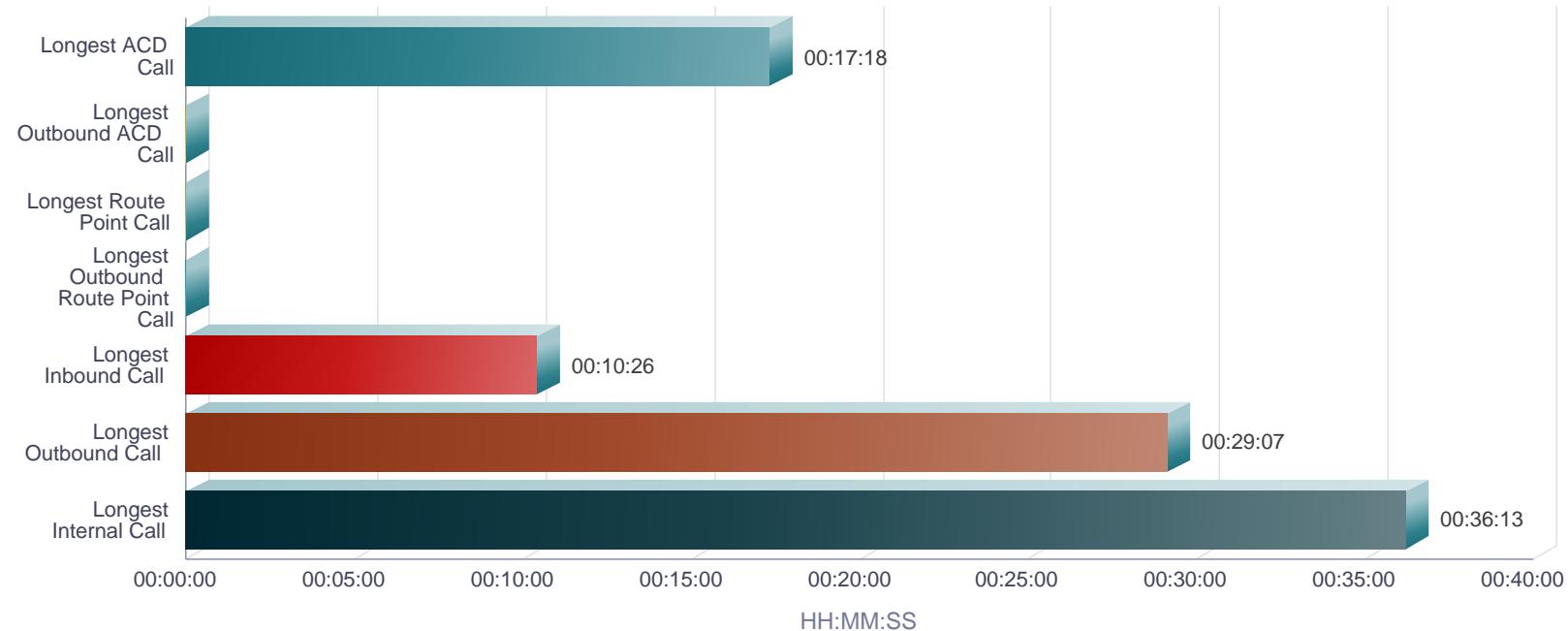


### Activity Summary





### High Water Marks





## Agent Call Report - Multiple Agents - Daily

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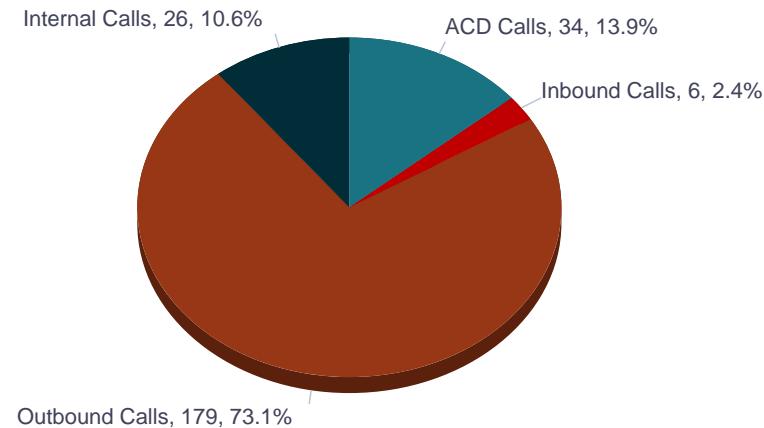
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Number of Calls by Call Type

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## Agent Duration Report - Multiple Agents - Daily

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Call Duration by Call Type

